

**Jefferson County**  
**Position Description**

**Name:**

**Department: Human Services**

**Position Title: Outpatient Clinic Supervisor**

**Division: Mental Health/AODA**

**Pay Grade: 11**

**FLSFA: Exempt**

**Date: December 2023**

**Reports to: Mental Health/AODA Manager**

**Purpose of Position**

The Outpatient Clinic Supervisor is responsible for ensuring compliance with DHS 75, overseeing the quality of mental health services, and guiding the continuous improvement of clinical and administrative practices within the clinic.

**Essential Duties and Responsibilities**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- Enforces adherence to DHS 75 by regularly updating clinic policies and procedures and conducting staff training on these updates.
- Conducts regular reviews of consumer charts, treatment plans, clinical reviews, assessments, and closings to ensure high standards of care and compliance with agency procedures. Includes disseminating and analyzing annual consumer satisfaction surveys.
- Evaluates the acuity of referrals and make determinations on prioritization to manage patient flow effectively.
- Assesses staff performance in terms of accuracy in billable time and compliance with standards, while fostering their professional growth. Evaluates progress notes and approves for billing, ensures adherence to Medicaid, Medicare and various private insurance and HMO standards.
- Co-facilitates groups with Behavioral Health Specialists, shadow staff members.
- Maintains up-to-date knowledge of relevant statutes and administrative codes (e.g., chapters 48, 51, 54, 55, 938, DHS 12, 13, 34, 35, 62, 75, 94), applying this knowledge to clinic operations.
- Collaborates with the compliance team to ensure adherence to statutes and codes, and to evaluate qualitative data for service improvement.
- Leads and implements continuous quality improvement projects, including NiaTx projects, to enhance service delivery.
- Carries small case load which provides direct practice in both individual and group settings to maintain clinical practice skills.
- Works with MIS to implement and evaluate the CHR system, ensuring it meets clinic needs and facilitates efficient operations.
- Practices competent motivational interviewing techniques.
- Supports and enhances a trauma-informed care environment.

- Completes annual compliance training and adheres to Human Services compliance policies and procedures.
- Complies with County HIPAA Policies and Procedures.
- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or that may develop.
- Demonstrates dependable attendance.

#### **Additional Tasks and Responsibilities**

**While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.**

- Provides back up services to behavioral health staff in the event of a crisis or at the request of the Clinic Manager, Medical Director, or Behavioral Health Division Manager (seeing clients, completing crisis assessments, providing intervention, sitting in on psychiatry appointments).

#### **Minimum Training and Experience Required to Perform Essential Job Functions**

- Master's degree in social work or Counseling. 4 years related experience and or training.

#### **Preferred Training and Experience Required to Perform Essential Job Functions**

- Master's degree in social work or Counseling.
- 5+ years related experience and or training.

#### **Other Requirements – Certificates/Licensures**

- Valid driver's license.
- Licensed Clinical Social Worker, or Licensed Professional Counselor
- Substance use counseling Certificate a preferred.
- Trauma informed care, substance abuse counseling, dialectical behavioral therapy, motivational interviewing, cognitive behavioral therapy preferred.

**Supervision.** Directly oversees approximately 10 full-time professional staff in the Outpatient Clinic.

#### **Knowledge, Skills, Abilities**

- Profound understanding of mental health treatment modalities and best practices in outpatient settings.
- Extensive knowledge of relevant statutes and administrative codes, including DHS 75 and related chapters.
- Familiarity with quality assurance processes and techniques in a clinical setting.
- Knowledge of Clinical Health Records (CHR) systems and their application in clinical settings.
- Understanding of continuous improvement methodologies, such as NiaTx projects, and their application in healthcare.

- Strong leadership skills to guide and develop a team of healthcare professionals.
- Excellent verbal and written communication skills, necessary for effective staff training, policy dissemination, and inter-departmental collaboration.
- Ability to analyze complex clinical data, treatment plans, and compliance reports to make informed decisions.
- Proficient in identifying issues and implementing effective solutions.
- High level of organizational skills to manage various administrative and clinical tasks efficiently.
- Ability to adapt to changing healthcare regulations and policies.
- Strong decision-making skills, especially in prioritizing referrals and evaluating staff performance.
- Ability to work collaboratively with both internal teams and external agencies.
- Attentiveness to detail, especially in reviewing charts, treatment plans, and ensuring adherence to compliance procedures.
- Capacity to handle high-stress situations and make sound decisions under pressure, especially in dealing with complex patient cases and regulatory challenges.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Communicate, negotiate and ability to persuade while jointly solving problems.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate. The person may be exposed to physically or verbally abusive persons, high stress environments and if doing home visits unsanitary conditions. Travel may be required. Home visits may be required.

**Jefferson County is an Equal Opportunity Employer.** In compliance with the Americans with Disabilities Act as Amended, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

---

Employee

---

Date

---

Supervisor

---

Date